

2010/11 Key Actions**Appendix 3**

Service Area	Actions	Responsible Officer
Architectural Services	<ul style="list-style-type: none">• Establish accurate WDC Optimum fee by July 2010.• Review the fee scales with the five other contributing authorities on an annual basis, with the next review due by 30/9/10.• Identify appropriate private enterprises offering similar services and carry out an annual benchmarking exercise by 30/9/10.• Develop a Service Level Agreement for Architectural Services in consultation with users by October 2010.	Head of Property and Technical Services
Facilities Management (building cleaning, janitorial and catering services)	<ul style="list-style-type: none">• Undertake benchmarking exercise of Catering/Cleaning/Janitorial service delivery options and unit/task costings with comparable local authorities by October 2010.• Consider investment needs to realise productivity gains by October 2010.• Review/reconfigure service delivery model by March 2011 to improve service efficiency.	Head of Land and Environment
Grounds Maintenance (including Street Cleaning)	<ul style="list-style-type: none">• Complete review of unit cost comparisons and task costing comparisons by 31/10/10.• Review current specifications by comparison to comparator groups and identify key variations.• Participate in APSE Process Benchmarking exercise and analyse results by December 2010.• Review available manpower resources and skills and compare to workload by September 2010.• Develop options for reconfiguration of service delivery models by September 2010 to improve service efficiency.• Further market test elements of the service following the above service reconfiguration to the value of £1million.	Head of Land and Environment

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Housing Management	<ul style="list-style-type: none">• Confirm HouseMark proposal (by May 2010)• Join HouseMark scheme (by May 2010)• Prepare information for submission to HouseMark (by August 2010)• Data validation by HouseMark (by September 2010)• Benchmarking information available (by December 2010)	Head of Housing and Regeneration
Development Management and Building Standards	<ul style="list-style-type: none">• Discuss with Scottish Government what, if any, national competitiveness research is planned - by 31/5/10.• Utilising our lead role in the Clyde Valley Community Planning Partnership's Economic Strategy Review we will invite the 7 other unitary authorities to participate in developing and sharing comparative data to aid benchmarking of competitiveness measures by 30/6/10.• By the end of December 2010 the group will have identified a core set of comparative measures to aid sensible benchmarking.• Prepare an Improvement Plan for those areas which highlights that we are less competitive than our fellow Clyde Valley Community Planning Partnership unitary authorities by March 2011.	Head of Housing and Regeneration